

FINAL

Subject: **2012 NV Passenger Van Heated Seat
Voluntary Service Campaign**

Attention: **Dealer Principals, Sales, Parts and Service Managers**

******* Service Campaign Announcement *******

Nissan is conducting a Voluntary Service Campaign on certain MY12 NV Passenger Van vehicles to repair the seat heater harness connectors. On some 2012 NV Passenger Van vehicles, the driver and passenger heated seats may not warm up to the desired setting when the function is activated due to a harness connection issue.

******* Parts Information *******

As this campaign involves re-positioning of circuit wires on the seat heater harness connectors, repair parts should not be needed as part of this service campaign.

******* Vehicle Identification *******

MY 2012 Nissan NV Passenger Van vehicles subject to this voluntary service campaign can be identified through the following method:

- **Service Comm** – Beginning December 7, 2012, Dealer service departments can complete an inquiry on Service Comm – Campaign I.D. **PC175** to determine an affected vehicle.

******* Dealer's Responsibility *******

It is the dealer's responsibility to check Service Comm – Campaign I.D. PC175 - for the campaign status on each vehicle falling within the range of this voluntary service campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If an affected VIN was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

******* Service Campaign Instructions *******

Nissan has developed the Service Campaign Bulletin **NTB12-111** containing instructions to perform this campaign repair and claims information. These instructions are available on ASIST and on NNA.net.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

******* Owner Notification *******

Nissan will begin notifying owners beginning the end of December, 2012

Nissan Parts and Service Dealer Support
12/07/12

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FAQ

Q. What model year NV Passenger Van vehicles are involved?

A. Model Year 2012 Nissan NV Passenger Vans manufactured between December 23, 2011 and May 11, 2012.

Q. What is the reason for this circuit wire re-positioning?

A. The driver and passenger heated seats may not warm up to the desired setting when the function is activated.

Q. Is this a safety recall?

A. No. The vehicle will still meet and exceed applicable safety standards and no safety issue exists.

Q. When will vehicle owners be notified?

A. We plan to begin notifying vehicle owners by the end of December, 2012.

Q. What will be the service department action?

A. Dealers will re-position circuit wires on seat heater harness connectors per the repair procedure.

Q. How do I identify an affected vehicle in SERVICE COMM?

A. This service campaign is identified as **PC175**.

Q. A customer brought in a 2012 NV Passenger Van vehicle but did they not receive a letter. How can I tell if the vehicle is included in the Service Campaign?

A. Check SERVICE COMM to confirm **PC175** is displayed as an open campaign.

Q. Are you experiencing this issue on any other Nissan (or Infiniti) models?

A. No, this does not affect any other Nissan (or Infiniti) models.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. No. Rental vehicle is not included in the campaign.